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DATA SHEET

ServicePack/Contract Software

Support and Subscription service for Software

Issue April 2009

Introduction

The ServicePack/Contract provides software maintenance comprising telephone support and update services. Fujitsu Technology Solutions will respond to a fault call within a defined time frame and during extended service times.

Two financial models are available for ServicePack/Contract:
- Up-front payment for a fixed service period (can be ordered within 90 days after product purchase) or a prolongation thereof
- Regular payments with a minimum service period of 36 months

The service applies to the software products specified in the Service Schedule; it is delivered during the contracted service time.

This data sheet describes the general contents of the contractual services, which are detailed in the product-specific Technical Appendices, as required.

Help desk

Customers will be provided with the contact details as part of the signed contract documentation.

Our service offerings

ServicePack/Contract Software Basic

Usually, call handling comprises consultation and support by telephone during the fault analysis and diagnosis as well as consultation for a workaround or the elimination of the software problem. On request and by agreement, software corrections will be provided.

Remote Response Time	4h

ServicePack/Contract Software Classic

Usually, call handling comprises consultation and support by telephone during the fault analysis and diagnosis as well as consultation for a workaround or the elimination of the software problem. Customer support is provided on site if the fault can only be diagnosed or eliminated on site. On request and by agreement, software corrections* and software updates* will be provided.

Remote Response Time	4h, 2h

*Software corrections and software updates that are made available by the licensor or manufacturer subject to their terms and conditions.

Service levels

Service Time

The service time defines the time period within which the service is provided. The following service times are available:

Service Time	5x9: local business hours on business opening days excluding public holidays 5x13: 7.00 to 20.00 on business opening days excluding public holidays 7x24: Monday – Sunday 24 hours including public holidays

The remote response time begins within the agreed service time after call acceptance and stops outside the agreed service time.

Remote Response Time

The remote response time refers to the maximum time (within the agreed service time) between the call acceptance and the specialist contacting the customer to start the diagnosis of the incident on a remote basis.

Software maintenance

Software maintenance comprises the provision of corrections as well as the provision of software versions with new functions. Depending on the manufacturer, corrections can designate individual patches, patch packs or minor releases sometimes called updates or upgrades. Software versions with new functions are usually designated major releases.

The availability of corrections and/or new versions depends on the manufacturer's license policy (see technical appendix).

The installation of correction versions and new versions is usually not part of the standard service offerings.

Service period

For service contracts with up-front payment various service periods are available. The duration begins with the day the software product is delivered.

For service contracts with regular payments the service period is a minimum of 24 months upon conclusion of the contract.

Prerequisites

Prerequisite for remote diagnostics under the ServiceContract Software Classic is the presence of remote access software that is approved by Fujitsu Technology Solutions, and a modem in the system or on the LAN console at the customer's premises.

Recommendations / Remarks

Data backup is the responsibility of the customer.

It has to be checked with the local delivery organization whether the requested service level is available in the geographic locations to be contracted.

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a quality guarantee in the eyes of the law.

These terms are in addition to the existing terms and conditions of Fujitsu Technology Solutions.

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